



## Technology Office

171 Keller Street  
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To: V. J. St. Pierre, Parish President  
From: Erik Dufrene, Computer Systems Supervisor  
Re: 2010 Annual Report



In 2010, the Technology Office continued supporting the different Parish offices, as well as, upgraded the networking and telephone equipment. With so much expansion taking place and offices being relocated for more efficient operations, the Technology office was involved with providing technology services to these various locations.

Some of the Technology tasks completed in 2010 include:

- Implemented a new Offsite Hosted Exchange Program
- Maintained the Fiber Based Direct Internet Access
- Maintained the Metropolitan Ethernet Parish-wide Network
- Moved the technical services for Public Works to the new East bank office located at 100 River Oaks St. Destrehan, LA
- Integrated the Public Works IP Phone system with the courthouse phone system
- Ran Fiber from the Courthouse 3<sup>rd</sup> floor to the EOC to support future expansion
- Met with Engineers for upcoming projects i.e. EOC and Community Center
- Maintained Remote Backups of All Critical File Systems
- Improved Efficiencies of Tech Support by Using Remote Access (WebEx) in our day to day operations

Some of the GIS tasks completed in 2010 include:

- Continued correcting Street, Plat, Waterworks, Public Works, & Wastewater data
- Continued working on the East bank Drainage Study
- Completed the Parish levee elevations survey
- Deployed and integrated the GIS software and data to parish departments

I continue to feel very good in the direction with which we are heading and believe that we are accomplishing a lot each year. I am really confident that 2011 will be just as productive as 2010 and look forward to working with the current staff and council as we continue striving to reach and exceed the new goals we have set.